

SEP 07 2005

Application No. 09/813,209
Response to Final Office Action

Customer No. 01933

Attorney Docket No. 01161/LH

CERTIFICATE OF FACSIMILE
TRANSMISSION
TO NO. 1-571-273-8300

**IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE**

TOTAL PAGES: 20

Amendment (20)

Applicant(s): Mineo NOZAKI et al

Serial No. : 09/813,209

Filed : March 20, 2001

For : TECHNICAL SUPPORT SYSTEM

Art Unit : 3623

Examiner : Catherine M. Colon

I hereby certify that this paper
is being facsimile transmitted to
the Commissioner for Patents
on the date noted below.

N. Sabadeo
Nalini P. Sabadeo

Dated: September 7, 2005

AMENDMENT UNDER 37 CFR 1.116

In the event that this Paper is
late filed, and the necessary
petition for extension of time is
not filed concurrently herewith,
please consider this as a Petition
for the requisite extension of
time, and to the extent not
tendered by form PTO-2038 attached
hereto, authorization to charge
the extension fee to Account
No. 06-1378.

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

S I R :

This is responsive to the Final Office Action mailed
June 10, 2005, the term for response to which expires on
September 10, 2005.

Amendments to the Claims are set forth in the listing of
claims which begins on page 2 of this paper. Claims 1, 3-5, 17,
19, 23 and 25-27 are amended; claims 2, 18 and 24 are canceled;
and claims 6-16, 20-22 and 28-28 are maintained.

Remarks begin on page 15 of this paper.